

California LifeLine Verification Process Workshop

Phone-Bridge (for listening only): 1-800-475-8421

Passcode: 4703023

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AGENDA

November 13 & 14, 2006

CPUC Auditorium

505 Van Ness Avenue

San Francisco, CA

November 13, 2006

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|------------|---|
| 10:00 a.m. | Welcome and introduction of Commissioner Grueneich |
| 10:15 a.m. | Commissioner Grueneich Comments |
| 10:45 a.m. | Introductions and Workshop structure overview |
| 11:15 a.m. | Solix Presentation
Flow charts of certification and verification process
Up-to-date stats on response rates |
| Noon | Lunch Break |
| 1:00 p.m. | Certification and Verification Problems in Common
Branding/Logo Recognition
Envelope message
Color
<i>Identify Action Items</i> |
| 2:30 p.m. | Break |
| 2:45 p.m. | Verification Process
Day 15 - Use of Interactive Voice Response system to place reminder calls and allow customers to request 2 nd form
Day 31 "Dead Zone" – Send new form with notice of pending denial
<i>Identify Action Items</i> |
| 4:00 p.m. | Break for the Day |

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November 14, 2006

10:00 a.m.	Outreach Informational Brochure Pre anniversary date notice/information Information on phone bills, not just insert <i>Identify Action Items</i>
11:00 a.m.	Discuss/Develop Working Group Make-up Meeting Frequency <i>Identify Action Items</i>
Noon	Lunch Break
1:00 p.m.	Reinstatement Letter Review Pending Claim status for regraded customer bills <i>Identify Action Items</i>
2:00 p.m.	Misc. Process and Communication Issues
4:00 p.m.	End